

STATE ADVISORY COUNCIL QUALITY CARE AT THE END-OF-LIFE

Paul Ballard

Paul Ballard is an Assistant Attorney General who is Counsel for Health Decisions Policy for the Attorney General. He is also Counsel to the Department of Health and Mental Hygiene's Office of Health Care Quality, which agency licenses and regulates all the health care programs and facilities in the State of Maryland. Prior to performing his present duties, Mr. Ballard has been Counsel to various health occupation licensing boards, including the Dental, Pharmacy, Physical Therapy, Psychology, Social Work and Acupuncture Boards. Before being assigned to the Department of Health and Mental Hygiene, he was an Assistant Attorney General with the Maryland Department of Transportation. In 2005 he received the Attorney General's Exceptional Service Award. He has been practicing law since 1987.

Mr. Ballard graduated summa cum laude from Morgan State University, where he majored in philosophy. He received a Master of Arts degree in counseling psychology from Loyola College in Maryland and earned his Juris Doctor degree from the University of Baltimore School of Law.

Tiffany Callender

Ms. Callender is a Senior Program Officer at the Horizon Foundation, a local health philanthropy. At the Foundation Ms. Callender manages initiatives that improve access to quality health care. This includes overseeing a public campaign to encourage advance care planning, with a particular focus on providing resources to help residents begin end-of-life conversations with their loved ones and to appoint health care agents. She also manages the Foundation's mental health programs.

Along with her work in advance care planning, Ms. Callender brings a blend of clinical experience and a foundation in project management and strategic planning. Prior to joining the Foundation she served as a program manager for the Johns Hopkins Armstrong Institute for Patient Safety and Quality where she oversaw system-wide quality improvement projects. Ms. Callender holds a master's degree in social work from Temple University, a bachelor's degree in psychology from Eastern University, and a project management professional certification.

Carol Eckerl, LBSW

After graduating cum laude from Juniata College in Huntingdon, PA, Carol Eckerl has been a licensed Social Worker in Maryland since 1978. Ms Eckerl has spent her career in the long term care arena. For over 20 years she served as a Social Work Director in nursing facilities in both Baltimore City and County. Since 2000 she has functioned in some sort of Regional capacity providing support and education to Social Service staff in Genesis Healthcare centers. Her current position, as a member of the National Specialty Practice Leadership Team, is Director of Clinical Practice and Education.

For over 20 years Ms. Eckerl has been a member of the Genesis Patient Care Advisory Committee, acting as facilitator since 2010. Collaborating with others on the Committee, she has developed and provided training on the Healthcare Decisions Act, Advance Directives and the MOLST form.

Steve Glazer

Steve Glazer is Rabbi Emeritus of Congregation Beth Emeth, Herndon, VA and principal of Glazer Consulting, which serves as a resource to individuals, caregivers, and health-care professionals dealing with issues related to aging, illness, dementia and end-of-life. He currently serves on the CNS (Central Neuroscience) IRB at NIH, the bioethics faculty of USUHS (The Uniformed Services University of the Health Sciences) School of Medicine, and the Ethics Committee of Inova Fairfax Hospital. Recently, Rabbi Glazer has also been invited to join the WRAIR (Walter Reed Army Institute of Research) IRB, as well as a new Pilot IRB at NIH.

Rabbi Glazer has a long and distinguished academic career, most recently at George Washington University, and including serving as Visiting Scholar at Harvard Divinity School, The Oxford (U.K.) Centre for Hebrew and Jewish Studies, and The Smithsonian Institution. He holds degrees from Columbia University, The Jewish Theological Seminary, and Hebrew Union College – Jewish Institute of Religion, and was awarded an honorary doctorate by the Seminary in 1996. Rabbi Glazer is co-editor of the award-winning book, “Seasons of Caring: Meditations for Alzheimer’s and Dementia Caregivers,” a first-of-its-kind volume of over 140 original meditations by 70 religious leaders and care specialists, representing 17 faith traditions.

Marian Grant

Ms. Grant is a nurse practitioner dually certified in Acute Care and Palliative Care/Hospice and an assistant professor at the University of Maryland School of Nursing where she teaches courses on communication, evidence-based practice, and end-of-life nursing. She is also on the University of Maryland Medical Center’s Palliative Care Service as an NP. Dr. Grant is on the board of the national Hospice and Palliative Nurses Association, on the board of the Maryland Nurse Practitioner Association, on the Public Engagement Workgroup for the national Coalition to Transform Advanced Care, and blogs monthly for the *Journal of Palliative Medicine*. Her consistent focus is on how to raise clinician and public awareness of palliative care and advocate for policy changes to make these services more widely available. Before becoming a nurse, Dr. Grant studied mass communication and worked in advertising and marketing for the Procter & Gamble Company.

Gail Amalia B. Katz

Ms. Katz is retired from the American Cancer Society for almost eight years, first as Director of Survivorship of the old Mid-Atlantic Division and then VP for Cancer Resource Network in the South –Atlantic division. She has worked in health care in various venues for the last 25 years since receiving her Master’s degree from the Johns Hopkins School of Public Health in health policy and management. For many years she worked in the community health center environment and then moved over to oncology, both in the for-profit and not-for-profit settings. Her positions have included Director of Planning at Union Memorial Hospital, Vice President for Managed Care for a physician practice management company, and Director of Oncology at Sinai Hospital. Ms. Katz is also a member of the Governor’s Council on Prescription Drug Monitoring.

In the 25 years Ms. Katz has worked in health care, she has witnessed great change. One of the most profound of which is the ever-increasing complexity of the health care and social support system. While the available services and therapies have clearly grown exponentially and positively, the structure has become ever more unwieldy so that every

patient, no matter how well educated, well resourced, or well connected, needs help in navigating their way through the maze so that they make well informed decisions and take advantage of the programs and services that exist for their benefit.

Roger Manno

Member of Senate since January 12, 2011. Member, Budget and Taxation Committee, 2011- (health & human services subcommittee, 2011-; pensions subcommittee, 2013); Joint Committee on Federal Relations, 2011-; Special Joint Committee on Pensions, 2013-. Member, Joint Committee on Health Care Delivery and Financing, 2011-14.

Member of House of Delegates, January 10, 2007 to January 12, 2011. Member, Economic Matters Committee, 2007-11 (business regulation subcommittee, 2007-11; property & casualty insurance subcommittee, 2007-11; consumer protection & commercial law subcommittee, 2007-11). Vice-Chair, County Affairs Committee, Montgomery County Delegation, 2007-11. Member, Maryland BioTech Caucus, 2007-; Maryland Educators Caucus, 2007-; Maryland Veterans Caucus, 2007-.

Legislative Director to U.S. Representative Sanford D. Bishop, Jr., of Georgia, 2002-07. Senior Counsel to U.S. Representative Sheila Jackson Lee of Texas, 2001-02. Staff, U.S. House of Representatives Homeland Security Task Force, 2001-06. Staff/Organizer, Congressional Black Caucus Annual Legislative Conference, 2001-06. Legal extern, U.S. Representative Jerrold Nadler of New York, 2001. Intern, The White House, Clinton Administration.

Member, Criminal Justice Coordinating Commission, Montgomery County, 2005-06; Task Force to Implement Holocaust, Genocide, Human Rights and Tolerance Education, 2007-08; State Advisory Council on Hereditary and Congenital Disorders

2009-. Co-Chair, Maryland Youth Advisory Council, 2011-. Member, Maryland Alzheimer's Disease and Related Disorders Commission, 2012-; State Advisory Council on Quality Care at the End of Life, 2012-; Task Force on the Implementation of Tax Benefits for Emergency Preparedness Equipment, 2013-14. Co-Chair, Maryland Pesticide Reporting and Information Work Group, 2013-.

Member, Blue Ribbon Task Force on Gun Violence (convened by U.S. Representative Albert R. Wynn), 2007-08; White House Task Force of State Legislators for Health Reform, 2009-.

Born April 26, 1966. Hunter College, B.A. (political science), magna cum laude (member, college senate). Franklin Pierce Law Center, M.P., J.D. (intellectual property law). Attorney. Admitted to Maryland Bar; District of Columbia Bar; Supreme Court of the United States; U.S. Court of Appeals for Federal Circuit; U.S. Court of Appeals for Armed Forces; U.S. Court of Appeals for 3rd Circuit; District of Columbia Court of Appeals. Former classroom para-educator, New York. Board member, Democratic Policy Network, 2002-05. Board of Directors, District 19 Democratic Club, 2002-07. Area Coordinator, Montgomery County Democratic Central Committee, 2003-06. Board of Directors, Committee for Montgomery, 2005-06. Community Service Chair, Congressional Jewish Staff Association, 2005-07. President, B'nai B'rith Capital Region Council, 2005-2008. Board of Directors, B'nai B'rith Chesapeake Bay Region, 2008-. Board of Directors, Reaching Out to Others Together (ROOT), 2007-. Member, National Steering Committee, Leadership Conference on Guaranteed Health Care, 2009-. Original signatory, State Legislators

for Single-Payer (HR 676), 2009. Board of Directors, Montgomery Hospice, 2011-13. Robert J. Thompson Eastern Leadership Academy, Eastern Regional Conference, Council of State Governments. Member, Rossmoor Kiwanis Club. Board of Directors, AGWG (Allanwood, Gayfields, Willson Hills, Gaywood Estates) Civic Association. Former director and vice-president, Kemp Mill Civic Association. Legislator of the Year, Washington, DC, Building and Construction Trades Council (AFL-CIO), 2008, 2012. Champion of Working Families, Progressive Maryland Education Fund, 2008. Consumer Rights Hall of Fame, Maryland Consumer Rights Coalition, 2010. Adrian Theophilus Westney Religious Freedom Award, Columbia Union Conference, 2012. Honorary member, International Brotherhood of Electrical Workers (IBEW Local 26, AFL-CIO), 2012. Temple Emanuel, Kensington. Married.

M. Jane Markley, RN, MEd, FACHE

Consultant with over 35 years of experience in healthcare including direct clinical care, ethics, strategic planning, quality assurance, administration, program management, and technology. President of M Jane Markley Consulting, LLC, she works with individuals, families, and groups to help them understand the importance of advance care planning for themselves and their loved ones. She helps people have the conversation regarding how they wish to 'live well' throughout their lives and helps them to give the gift of a plan to their family. That "gift" helps not only the family but also friends, employers, and healthcare workers by ensuring that decisions are discussed and made prior to a crisis occurring.

A retired Navy Nurse, she holds a Bachelors of Science in Nursing and a Masters in Education. Board-certified in healthcare management, she is a Fellow in the American College of Healthcare Executives (ACHE), a Registered Nurse, has earned a Patient Advocate Certificate from the Professional Patient Advocate Institute and is a Respecting Choices First Steps® Advance Care Planning Certified Facilitator.

Active in her profession, she is Past President of the National Capital Healthcare Executives, the local chapter of ACHE, and a former Chairman of the Ethics Committee of the National Naval Medical Center, Bethesda, MD. Currently she participates in ethics' committees in the Washington, DC area; is an International Society of Advance Care Planning & End of Life Care member; speaks both nationally and internationally; facilitates medical student ethical discussions as an Assistant Professor in Psychiatry at the Uniformed Services University of the Health Sciences, Bethesda, MD; and has been appointed by the Governor of Maryland to the State Advisory Council on Quality Care at the End of Life.

When not exercising her passion for ethics, she travels with her husband, Dan, and is active in pet therapy work with her dog, Charlie. She can be reached at jane@mjmarkley.com.

Hope Miller, MS, GNP-BC

Hope is the Senior Director of Clinical Operations at XL Health, a division of UnitedHealth Care. Prior to her current position, she functioned as the Director of Advanced Illness. In this position she managed and expanded the program that provides care management for C-SNP members in the last 12-18 months of life. From 2005-2011, she worked for UnitedHealth care of the Mid-Atlantic market as a Geriatric Nurse practitioner and in her most recent position, she was the Health Services Director for the Evercare Health Plan. Miller earned her bachelor's degree and an M.S. in nursing from the University of Maryland. She has been an active member of the Gerontological Advanced Practice Nurses Association since 2004 and is currently serving as President-Elect for the Maryland Chapter.

Dan K. Morhaim, M.D. is a practicing physician, state legislator, academic, and author.

Dan was first elected to the Maryland House of Delegates in 1994, and he was re-elected in 1998, 2002, 2006, and 2010. He is the only physician in the 188-member Maryland General Assembly, and only one of a handful of physicians elected to state legislatures in the U.S. Among his legislative roles, Delegate Morhaim is House Deputy Majority Leader, on the Health and Government Operations Committee, Minority Health sub-committee, and the Joint Committee on Open Government. He chairs the Government Operations Sub-Committee, and he is House Chair of the Joint Committee on Health Care Delivery and Finance.

Delegate Morhaim has successfully sponsored numerous bills focusing on health care, environment, minority business, and government efficiency. Full information is at Maryland General Assembly Web Page <http://mgaleg.maryland.gov> and Del. Morhaim's web site at www.drndanmorhaim.com.

Dr. Morhaim is board certified in Internal Medicine and Emergency Medicine (1983-2013), and he has over 30 years front-line clinical experience. From 1981-1994, he chaired the Department of Emergency Medicine at Franklin Square Hospital (Baltimore) while building a 90-doctor group at 6 Maryland hospitals. He is on staff at Sinai, Northwest, and University of Maryland Hospitals.

Dr. Morhaim is Faculty at the Johns Hopkins Bloomberg School of Public Health, where he is involved in teaching graduate students, public health research, and organizing an annual lecture series. His book *"The Better End: Surviving (and Dying) on Your Own Terms in Today's Modern Medical World"* was published by Hopkins University Press (www.thebetterend.com) and is endorsed by Maya Angelou, Dr. Ben Carson, Hopkins Dean Dr. Michael Klag, and others.

He has served in a wide variety of community activities, including the State's Task Force on Recycling, Region III medical director for the State Emergency Medical System, as a member of the State of Maryland's medical mission to Kuwait following the first Gulf War, the Indian Health Service (Navajo area), and several non-profit boards, including Baltimore Humane Society, Unified Community Connections, and Health Care for the Homeless (Baltimore), where he also worked clinically.

He has been recognized for his medical, academic, and legislative work by a wide variety of organizations, including receiving the AMA's prestigious Nathan Davis Award for Public Service in 2011, New York Medical College's 2013 Community Service Award, Maryland Nurse Association 2013 Legislator of the Year, and many others.

Dan Morhaim has published numerous articles, both medical and non-medical, and is a frequent guest on radio and TV. He is married to writer and film producer Shelley Cole Morhaim, and they have three grown children.

Patricia Tomsco Nay, MD, CMD, CHCQM, FAAFP, FAIHQ, FAAHPM

Dr. Nay received Bachelor of Science degrees in zoology and psychology from the University of Maryland in College Park before completing medical school at the Ohio State University. She completed a Family Practice internship at Georgetown University and a Family Practice residency and Geriatrics fellowship at George Washington University. Dr. Nay is certified in Family Practice, Geriatrics, Hospice and Palliative Medicine, Quality Management, and as a Home Care Physician. She is a fellow of the American Academy of Family Practice, the American Academy of Hospice and Palliative Medicine, and the American Institute for Healthcare Quality. Since 1999, she has been a Certified Medical Director.

Dr. Nay's clinical experience includes managing patients in their homes, assisted living facilities, nursing homes, psychiatric group homes, psychiatric hospitals, inpatient hospice units, and

acute care hospitals. She worked as a geriatric hospitalist for seven years. Dr. Nay has held medical directorships at multiple nursing homes, hospices, a home health agency, and a hospital-based palliative care service. She joined the Office of Health Care Quality in 2008 as the Medical Director and was appointed the Executive Director in August 2013. She maintains a part-time clinical practice providing palliative care to homebound individuals in Montgomery County.

Sister Lawrence Mary Pocock

Sister Lawrence Mary Pocock has been a Little Sister of the Poor since 1968. Her education includes nursing studies at St. Agnes Hospital in Baltimore; since 1965 she has maintained an active Maryland nursing license. In 1995-1996 she pursued a course of Palliative Care at the Catholic University in Seoul, Korea earning the equivalent of certification. Her religious formation as a Little Sister of the Poor included two years of religious studies and studies concerning the Aging in Queens, New York, further studies in Scranton, PA and in France before she made her final commitment as a Little Sister of the Poor in 1976. In order to serve the elderly abroad, language studies were also done: French in Paris, a two-year program of Korean in South Korea, and a few months of Tagalog in the Philippines.

Since 1968 Sister Lawrence Mary has served the elderly poor in the Homes of the Little Sisters of the Poor. She gave direct nursing care to the elderly in Scranton, PA, Paris, and Singapore before being sent to Seoul, Korea for language study in 1971. After graduating from language school she served as director of nursing from 1973-2007 in Homes of the Little Sisters of the Poor in Cheong Ju, Jeon Ju, and Kwang Ju South Korea. She then spent a few months on the Board of the Home of the Little Sisters of the Poor in Seoul as treasurer. Sister was then asked to go to the Philippines where she was director of nursing in a new Home of the Little Sisters of the Poor in Bolinao, Pangasinan before returning to the United States in April of 2009.

Since her return to Baltimore at that time, Sister has been involved in the care of the elderly at St. Martin's Home. Her various roles have included direct care in the Assisted Living Cottage, Assisted Living Manager, and social service designee. She is presently serving as a member of the Board as Treasurer, a member of the Development Team, Alternate Assisted Living Manager, Volunteer Coordinator and the Jeanne Jugan Association Facilitator.

As a Little Sister of the Poor who works daily with the elderly, providing quality care at the end of life is a priority for Sister Lawrence Mary. The mission statement of the Little Sisters of the Poor states clearly that "continuing the work of Saint Jeanne Jugan, our MISSION is to offer the neediest elderly of every race and religion a home where they will be welcomed as Christ, cared for as family and accompanied with dignity until God calls them to himself." The Little Sisters work together and keep constant vigil near their Residents who are dying, so that they are never left alone.

M Michele Williams DNP, CRNP, MSN, BSN, RN-BC, OCN

Dr. Williams is an Associate Medical Director for Talbot Hospice in Easton MD. She is also an Oncology Nurse Practitioner for the University of Maryland Community Medical Group/ Shore Regional Medical Center, in Easton MD. She is board certified in; Adult/ Gerontology, Oncology, Palliative Care and Pain Management. Her entire career has been in oncology, palliative care and hospice. Her clinical experience includes managing patients in their homes, assisted living facilities, nursing homes, inpatient hospice and acute care hospitals.

Dr. Williams is on the Board of Directors of the Maryland Academy of Advanced Practice Clinicians, past president of the Upper Eastern Shore Oncology Nursing Society, on the Access to Care Workgroup for the Maryland Cancer Collaborative, Co-State Lead Ambassador for the American Cancer Society Cancer Action Network, Court Appointed Special Advocate for the Mid-Shore (CASA). Her focus and passion is on raising a better understanding of the role of palliative care among both the public and professionals across the continuum of care, so as to ensure high-quality care for individuals facing serious or life-threatening illness.

Dr. Williams was instrumental in the development of the Palliative Care Suites at the University of Maryland Shore Regional Medical Center in Easton MD, as well as the expansion of the inpatient Palliative Care Program, for the Three Hospital System on the Eastern Shore of Maryland. She has implemented a New Lung Cancer Screening Program for the Five-County, Three-Hospital System.

She has received many honors for her work, including Every Day Hero Award, Commitment to Caring Award, Outstanding Achievement in Care Delivery, Commitment to Others, Outstanding Service Award and the Hometown Hero Award for Medical Professional.

Dr. Williams received a Doctor of Nursing Practice at Walden University in Minneapolis, MN, Post Masters in Adult Gerontology Primary Care Nurse Practitioner at Wilmington University in New Castle Delaware, Masters of Science in Nursing at University of Phoenix in Phoenix Arizona, Bachelors in Nursing at Stevenson University in Stevenson MD, Diploma in Nursing at Mc Queen Gibbs Willis School of Nursing in Easton, MD. She is a native of the Eastern Shore of Maryland.

Hank Willner, MD

Dr. Willner attended Yale University College and Medical School and completed his residency in Family Practice at the University of Virginia where he was the Chief Resident from 1977-78. He was Board Certified in Family Practice initially in 1978 and has been recertified in 1984, 1991, 1997, 2004 and 2014. From 1978-80 he served in the National Health Service Corps as a family practitioner in a large rural health clinic in Buckingham County Virginia. In 1980 he founded Virginia Family Practice Associates, PC in western Fairfax where he worked in private family practice until 2001, when he decided to change careers to focus on Hospice and Palliative Medicine. He worked with Hospice of Northern Virginia, now Capital Caring, as a staff Medical Director and a Palliative Care Consultant with Capital Palliative Care Consultants from 2001-2013. He also worked as a part time Emergency Physician from 1997-2013 at Laurel Regional Hospital. He is currently the Chief Medical Director of Holy Cross Home Care and Hospice.

Dr. Willner is active in teaching medical students and House Staff from the Medical Centers in the Washington Metropolitan Area and has served as a Clinical Assistant Professor of Family Practice both at Georgetown University Medical School and the Medical College of Virginia. His special interests include the doctor-patient relationship, informed consent and Bioethics and he was the Chairman of the Ethics Committee at Fair Oaks Hospital as well as at Capital Caring, and is now active on the Ethics Committee at Holy Cross Hospital. He is the Medical Consultant to the Hospice Foundation of America. He also serves on the Maryland State End of Life Council.

His hobbies are spending time with his family and friends, exercise, walking with his dog, Daisy, reading mystery thrillers and he is an avid golfer. Dr. Willner lives in Bethesda, MD with his wife Catherine and his sons, Daniel and Jonathan.